



**NOTICE TO BENEFICIARY WHO CHOSE A HEALTH PLAN AND MAY STAY ENROLLED  
IN A HEALTH PLAN OR MAY SWITCH TO NC MEDICAID DIRECT (EXEMPT)**  
NC Medicaid 20190925 v1.0

Patricia A. Jones  
1234 Any Main St  
Raleigh, NC 27603-1000

October 1, 2019

Dear Patricia A. Jones:

**Here is your new health plan**

The people below will get health care services from their new health plan starting on the date listed. If you chose a primary care provider (PCP), your PCP is listed below.

Name / ID Number	Plan / Start Date / Phone	PCP / Address / Phone
Patricia A. Jones 123-45-6789	WellCare <b>February 1, 2020</b> 1-866-799-5318	Dr. Betty Phillips 101 Blair Street Raleigh, NC 27699 919-855-6200

**Do you want to stay in NC Medicaid Managed Care?**

- To stay in NC Medicaid Managed Care, you do not have to do anything.
- Or, you can choose NC Medicaid Direct. To choose NC Medicaid Direct, call us at **1-833-870-5500** (TTY: 1-833-870-5588).

**If you want to keep your health plan**

If you want to keep the health plan listed, you do not have to do anything.

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To get this information in other languages or formats such as large print or audio, call **1-833-870-5500**.

## If you want to **change** your health plan

You can choose a new plan at any time. To learn about the plans and the services they offer:

- Go to [ncmedicaidplans.gov](https://ncmedicaidplans.gov).
- Use the NC Medicaid Managed Care mobile app. To get the free app, search for **NC Medicaid Managed Care** on [Google Play](#) or the [App Store](#).
- Call us at **1-833-870-5500** (TTY: 1-833-870-5588).
- Read the Health Plan Comparison Chart in the welcome packet mailed to you.

To change your plan, go to [ncmedicaidplans.gov](https://ncmedicaidplans.gov) or use the NC Medicaid Managed Care mobile app. Or call us at **1-833-870-5500** (TTY: 1-833-870-5588). You can change your plan at any time.

## If you **change** your health plan before **January 31, 2020**, the new plan will start on **February 1, 2020**

After you enroll, your health plan will send you information and a new ID card. You will use your ID card to get health care services. If you have questions, call your health plan at the number listed on your ID card.

## Questions?

We can help. Go to [ncmedicaidplans.gov](https://ncmedicaidplans.gov). You can also use the “chat” tool on the website. Or call us at **1-833-870-5500** (TTY: 1-833-870-5588). Our extended hours are from 7 a.m. to 8 p.m., 7 days a week. The call is free. You may need your Medicaid ID number when you call us or go to the website.

Thank you,

NC Medicaid Team